



SBC Midwest Repair Coding Accuracy Management Review Results October 1, 2003 – December 31, 2003

I. Background

In reporting the results of its OSS testing conducted within the five-state SBC Midwest region, BearingPoint originally determined that SBC had failed to meet a 95% accuracy benchmark for trouble ticket closure coding for reported trouble on UNE circuits in Michigan, and for Special circuits in Illinois, Indiana, Michigan and Ohio. To address this issue, SBC Midwest developed a Repair Coding Accuracy Plan ("the Plan"), which detailed several initiatives the Company would implement to improve upon the accuracy of the coding used on trouble ticket closures. One of those initiatives entailed ongoing management reviews of the coding applied by various work center staff on a monthly or bi-monthly sample of closed tickets. The Plan called for SBC to provide each state commission with a quarterly report of the results of these management reviews and any corrective actions taken to address any shortcomings identified.

SBC Midwest published its first quarterly report (for reviews conducted between April 1, 2003 and June 30, 2003) on July 31, 2003. That report not only provided a summary of the results of the reviews being conducted by the three SBC Midwest organizations directly involved in trouble ticket coding (i.e., the Local Operations Center ("LOC"), the Installation and Repair Centers ("I&R"), and the Special Services Test Centers ("SSTC")), but also provided a detailed description of the processes employed in conducting the reviews.

In addition to the internal reviews conducted by SBC, the Plan had also described the third-party verification procedure, which included both an examination of a sampling of actual UNE and Special circuit closures by an independent third-party evaluator, as well as a third-party verification of the completion of the Plan's initiatives. Similar to SBC's reporting requirement, the Plan called for the third-party evaluator, BearingPoint, to provide a final report of its examination to the commissions shortly after the completion of its analysis.

BearingPoint published its final Third Party Examination Results report on September 18, 2003. That report showed that SBC Midwest had exceeded the Plan's target accuracy level for samples of both circuit categories, and verified that the Plan's initiatives had been met.¹

II. Purpose

In the following sections, SBC first summarizes the results obtained from the management reviews conducted during the 4th quarter of 2003 and corrective actions taken to address any shortcomings. SBC then provides a summary of the completion of one of the two remaining action items detailed within the Plan – coding refresher training.

¹ SBC Midwest notes that the one remaining action item, the reporting of management review results that continue until April 2006, is not fully complete due to the nature of the implementation requirement. BearingPoint did, however, verify that this action item is currently underway.



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III. Summary Results

The results of the management reviews in each of the three work groups are summarized in the following table.

**Trouble Ticket Coding Accuracy Reviews
– October, November, December '03**

Work Center	Quantity of Tickets Reviewed	Quantity of Correct Closures	Percentage Accurate%	Corrective Actions Taken
SSTC				
• October Specials	64	61	95.3%	
• November Specials	66	64	97.0%	
• December Specials	61	59	96.7%	
LOC*				
• UNE-P	3551	3086	87.0%	Note 1
• UNE-L	4263	4094	96.0%	
I & R**				
• October UNE	18539	17975	97.0%	Note 2 Note 2
• November UNE	2843	2744	96.5%	
• December UNE	2494	2451	98.2%	

* Results from the bi-monthly reviews (October / December '03).

**Results reported include Resale

Notes:

1) There is continued improvement over previous bi-monthly internal results. Individuals identified as continuing to incorrectly code have been coached and are being closely monitored. The LOC manager continues to review each error and discuss with the associate, providing individual instruction and coaching on the correct code usage. Associates have been advised that continued incorrect coding will result in placing the Associate on a developmental plan.

2) The I&R volume of tickets reviewed previously contained an additional 16K - 22K tickets per month on average due to Illinois' review of all Wholesale tickets, including tickets that were not incorrectly coded but contained "poor" narrative as noted on previous reports. This inflated the total volume. The review of Illinois tickets was being performed by a Staff team which disbanded October 31, 2003. In November and December, Illinois field managers began random sampling for only incorrectly coded tickets. The Illinois volume is now within the same range as other SBC Midwest states, decreasing the total volume of tickets reviewed.



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IV. Coding Refresher Training

The Plan had called for a coding refresher review session to be conducted within each of the work groups within one year of the completion date(s) for the initial review sessions described within the Plan. All of the initial review sessions were conducted in the third and fourth quarters of 2002. Refresher review sessions were completed in the LOC, I&R, and the SSTC in the third and fourth quarters of 2003. Therefore, all refresher training has been completed as required.